

Q!Connections End User Documentation

Version 1.50 Spring 1991

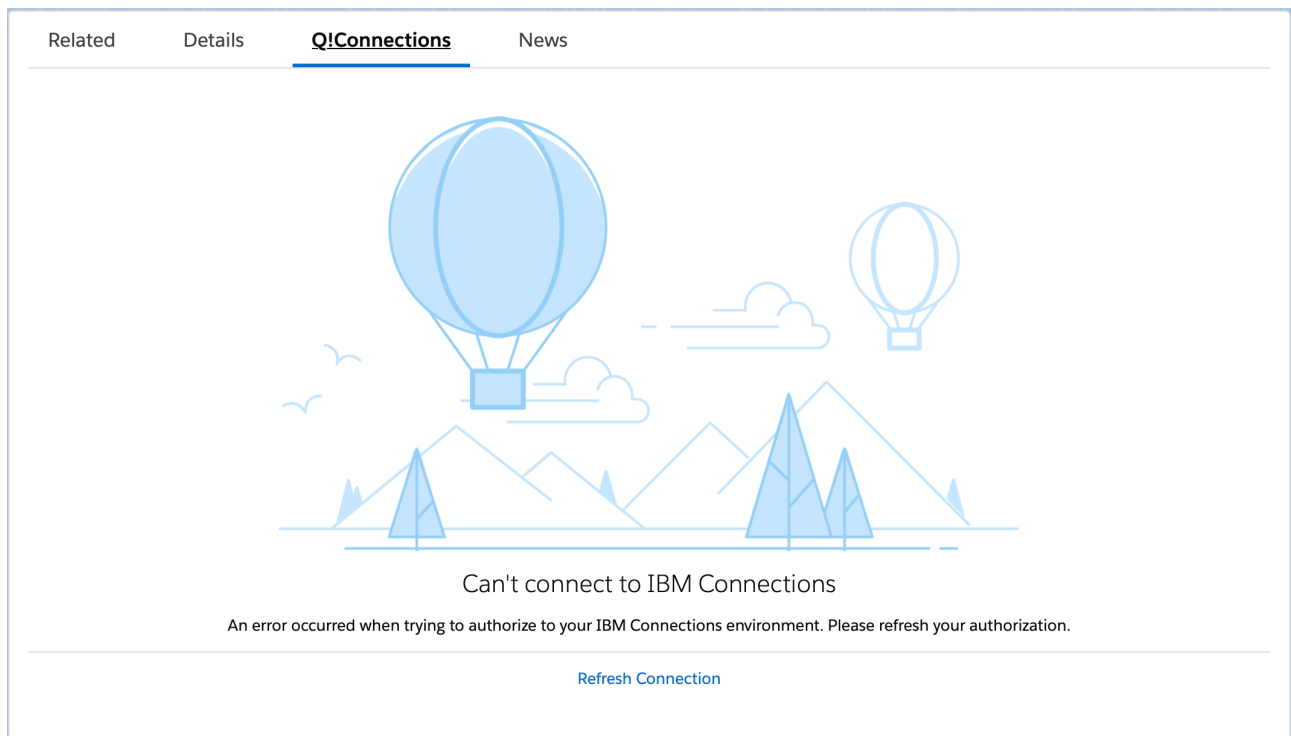
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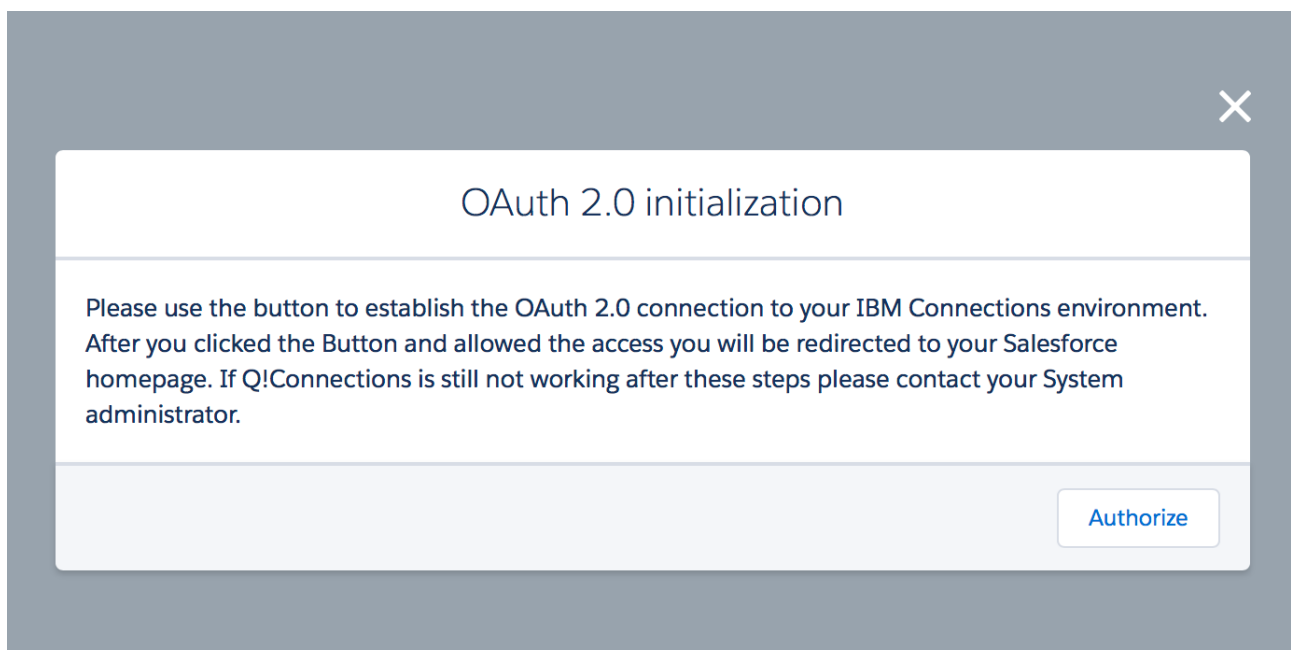
1. Authorization

If you navigate to Q!Connections for the first time you will experience the following situation:

You'll be prompted with an information section asking you the refresh your authorization to IBM Connections.



Click on the “Refresh connection” hyperlink at the bottom of the illustration. After another modal message you'll be redirected to the IBM Connections Login Form.



You are now leaving
this site to access
data-drive-1267.

data-drive-1267 is requesting to access your data.

If you grant access, **you will leave this site and data-drive-1267 will have access to your data.**

How do you want to continue?

Grant Access and Leave the Site

Deny Access and Return

☐ Always grant data-drive-1267 access and do not show this message again

About accessing non-IBM websites

You are now being redirected to a website not controlled by IBM. This link is being offered for your convenience and should not be viewed as an endorsement by IBM of the content, products or services offered there.

After granting access you'll be redirected back to Salesforce. The connection is now established.

Notice:

As of right now checking the "Always grant access and do not show this message again" does not affect the behaviour of Q!Connections in a cloud based environment. ¶

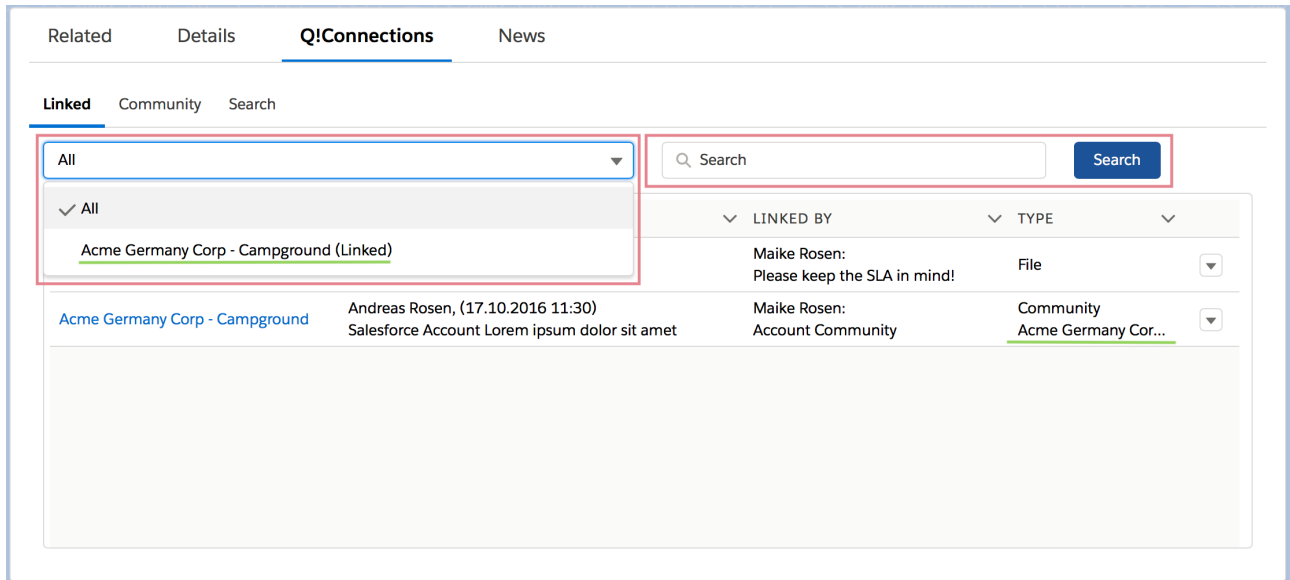
Success

Access granted! User token information saved.

Okay

2. Q!Connections - Search and Link

2.1 Linked Tab



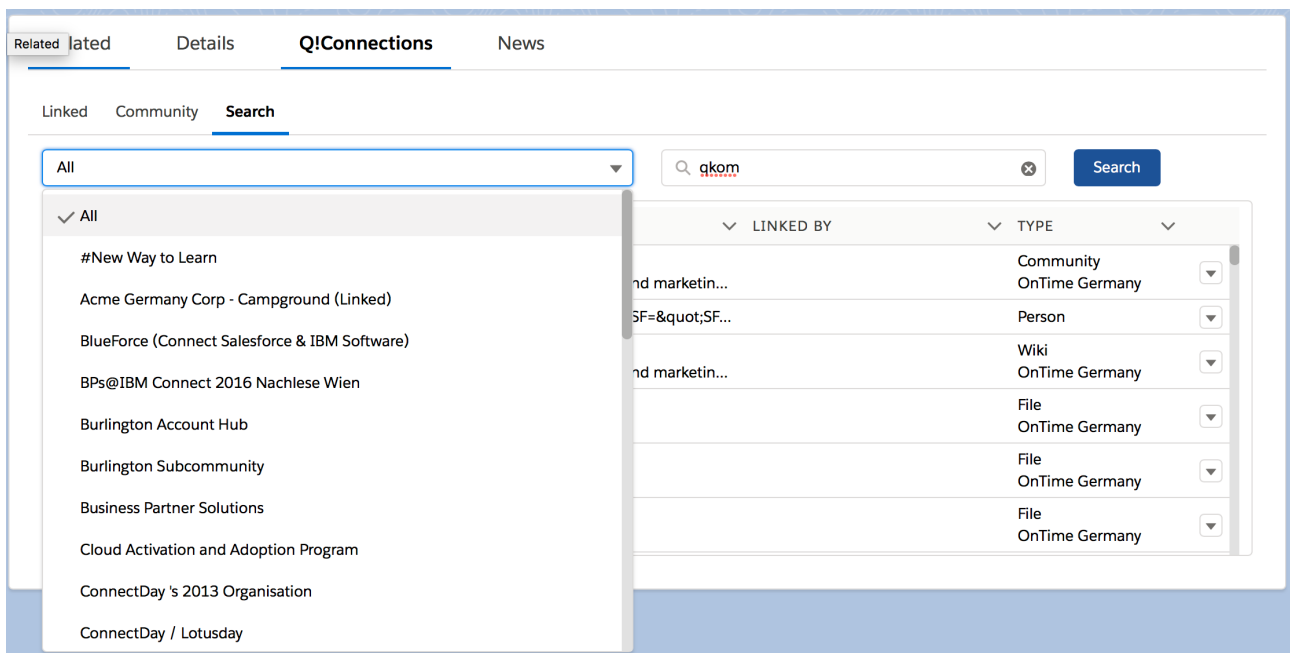
Picklist Options:

You may choose between the option “All” which includes all relation entries in your result list. If there is at least one existing relation to contents in IBM Connections which is either shared with or coming directly from a community (i.e. Files, Forum Threads, Wikis, etc.) you’ll get a new filter option in the pick list including only entries from this specific community. The example above shows content from the Community “Acme Germany Corp - Campground”.

Search:

Filter your relation entries by entering a search term.

2.2 Search Tab



Picklist Options:

“All”: Unfiltered search for contents across your entire IBM Connections environment.

In addition you have the option to filter your search for each community you’re at least member of.

Notice:

Communities which have an existing relation are labeled with “(Linked)” in the pick list options.

2.3 Community Tab

The screenshot displays the Q!Connections interface. At the top, there are tabs for 'Related', 'Details', 'Q!Connections' (which is active), and 'News'. Below these, there is a 'Linked' section with a 'Community' tab selected. A search bar is present with the text 'Acme Germany Corp - Campground (Linked)' and a 'Search' button. Below the search bar, there are tabs for 'All', 'Activities', 'Blogs', 'Forums', 'Files', and 'Wikis'. The 'All' tab is selected, showing a table of community content. The table has columns for 'NAME', 'SUMMARY', 'LINKED BY', and 'TYPE'. The data rows are as follows:

NAME	SUMMARY	LINKED BY	TYPE
ToDo with Bookmark	Andreas Rosen, (25.09.2016 16:05) Lorem ipsum		Activity Acme Germany Cor...
QKom Bookmark	Andreas Rosen, (25.09.2016 16:05)		Activity Acme Germany Cor...
First Level ToDo Item	Andreas Rosen, (06.06.2016 17:35) Lorem ipsum		Activity Acme Germany Cor...
qkom-logo-blue__20160530164823...	Andreas Rosen, (06.06.2016 17:35)		Activity Acme Germany Cor...
Security Source Scanner Results.pdf	Dominic Ley, (06.06.2016 15:51)		File Acme Germany Cor...
Acme Forum Topic with Attachment	Andreas Rosen, (27.05.2016 12:22) Lorem ipsum with attachment		ForumThread Acme Germany Cor...

If your administrator enabled this feature and there's at least one existing relation to a community or sub-community, the additional tab will show up. From there you can navigate through the different content types using the tabs.

Picklist Options:

You can switch between each related communities from the pick list.

Search:

Filter community contents by entering a search term.

Notice:

If you create a new relation to a community for the first time you'll need to refresh the record page in order to enable the community tab.

2.4 Inherited Tab

The screenshot shows the 'Q!Connections' interface with the 'Inherited' tab selected. The main table displays a list of connections. The first entry is highlighted with a green border:

NAME	SUMMARY	LINKED BY	TYPE
GC-IBM-C4S.pptx	Lars Schorling, (30.04.2018 15:55)	Malke Rosen to OnTime GC IBM ... Newest Presentation	File OnTime Germany (L...

On the right sidebar, the 'Products (1)' section shows a product named 'OnTime GC IBM Connections (00001-00050)' with a quantity of 1,00 and a sales price of EUR 520,00. Below it, the 'Notes & Attachments (0)' section has an 'Upload Files' button and a note 'Or drop files'.

If your administrator enabled this feature the tab will show up on any given Opportunity.

Entries in here are inherited from Products which are related to this Opportunity. In the example shown above we have a Product called “OnTime GC IBM Connections” added to the Opportunity. On this Product there is an existing Q!Connections relation to a presentation file “GC-IBM-C4S.pptx”. This specific relation is exactly what’s shown in the Inherited tab.

Picklist Options:

As of right now there are no filter options on the Inherited tab.

Search:

Filter contents by entering a search term.

Notice:

Take note of the upcoming section “2.6 Edit an existing Relation / 2.7 Remove an existing Relation” to understand the behaviour of Edit and Remove actions on the Inherited tab.

2.5 Sorting

With a click on the arrow icon on each column header - except for the "Name" column because of its hyperlink scheme - you are able to sort on the corresponding field in either ascending or descending directions.

Notice:

In order to reset the sorting to its initial state(descending by date), you have to search again by simply hitting the return key in the search input field.

2.6 Create a new Relation

From the Search tab click on the dropdown menu in your result list. The action “Create” shows up which’ll lead you to a modal dialogue. You may want to comment on your decision to create a new relation. Hit “Save” and you’re good to go. A Toast message will pop up after the successful creation of your relation.

2.7 Edit an existing Relation

On the Linked tab (or on already linked contents from the search results in the Community/Search tab) click on the dropdown menu in your result list. The action “Edit” shows up which’ll lead you to a modal dialogue. You can now edit your comment. Hit “Save” and you’re good to go. A Toast message will pop up after the successfully editing your relation.

Notice:

You’ll not be able to edit a relation which is included in the Inherited tab since these entries originate on the actual Product record. In order to edit this relation you’ll need to navigate to the Q!Connections tab on the Product record page.

2.8 Remove an existing Relation

From the dropdown menu click “Remove”. You’ll be prompted to confirm your decision to remove the relation.

Notice:

Removing an existing relation does not delete the entry itself but rather sets a flag which by definition excludes the entry in your result list. Your Administrator can re-enable this relation at any time.

Notice:

You’ll not be able to remove a relation which is included in the Inherited tab since these entries originate on the actual Product record. In order to remove this relation you’ll need to navigate to the Q!Connections tab on the Product record page.

3. Known Issues

Error	Reason	Solution
Read timed out	You will run into this issue from time to time. This is caused by the IBM Connections Search API and therefore not under our control.	Just search again. Refresh the record page if the error persists.